

### **AMENDMENTS TO THE CLAIMS**

A complete list of all the presently pending claims in the application is provided below, with suitable headings to show the status of each claim.

1. (Canceled) A method for training personnel to audit a business at a location wherein a transaction occurs at the location associated with the business, the method comprising the steps of:

choosing the personnel to audit the business at the location of the transaction;

training the personnel to collect data at the location of the transaction;

training the personnel to audit records as the records are created wherein the records are created by the transaction of the business; and

training the personnel to visually audit the transaction of the business.

2. (Canceled) The method of Claim 1 further comprising the steps of:

training the personnel to audit records by comparison to sources for documenting the business; and

training the personnel to identify any irregular activity that is not documented.

3. (Canceled) The method of Claim 1 further comprising the steps of:

training the personnel to evaluate the effectiveness of the audit of the business;

training the personnel to design efficient auditing procedures for the business;

training the personnel to communicate with clients;

training the personnel to conduct a retrospective analysis of the business; and

training the personnel to collect relevant data and enter data into a database.

4. (Amended) A method for auditing of a business at a location wherein a transaction occurs at the location associated with the business, the method comprising the steps of:

conducting a general audit of the business;

entering information collected during the general audit into a database;

data mining information collected from the general audit to find errors;

prioritizing an area in which a significant error occurs;

establishing a specification code for each function of the business;

using the specification code to create an auditing chart;

choosing a pilot area associated with the area in which the significant error occurs to test the auditing chart;

auditing the pilot area with the auditing chart at the location of the transaction;

collecting information during the auditing of the pilot area;

modifying the auditing of the business on-site based on the information collected in the pilot area;

updating the specification code and the auditing chart; and

auditing the pilot area with the updated specification code and the auditing chart.

5. (Original) The method of Claim 4 further comprising the step of:

auditing on a day-to-day basis.

6. (Original) The method of Claim 4 further comprising the step of:  
  
entering data on a day-to-day basis.
7. (Original) The method of Claim 4 further comprising the steps of:  
  
auditing clinical records;  
  
auditing medical records;  
  
auditing financial records; and  
  
auditing activities that are not documented.
8. (Original) The method of Claim 4 further comprising the steps of:  
  
choosing a second area associated with an area in which a significant error occurs;  
  
auditing the second area with an auditing chart at the location of the transaction;  
  
collecting information during the auditing of the second area;  
  
modifying the auditing of the business on-site based on the information collected in the second area;  
  
updating the specification code and the auditing chart based on the information collected in the second area; and  
  
auditing the second area with the updated specification code and the updated auditing chart.
9. (Amended) A method for virtual case management of a business, the method comprising the steps of:

conducting a continuous audit of a process including different fields to identify process error associated with the business;

collecting the errors from the continuous audit;

entering the errors into a database;

data mining the errors in the database;

using errors from said data mining step to create ~~creating a~~ flowcharts for the fields of the process from the data mining;

creating a case management tool for auditing errors in the process from the flowcharts;  
and

mitigating the errors in the process withby using the case management tool to manage and direct resources for the process to avoid or limit new errors in the process.

10. (Original) The method of Claim 9 wherein the errors include clinical/medical errors, financial errors and department errors.

11. (Amended) A system for an audit of a business, the system comprising:

~~personnel associated with the audit of the business;~~

a facility of the business wherein a function of the business occurs, the function being assigned a specification code ~~created by personnel for a function of the business by personnel~~ associated with auditing the business;

an auditing chart created with the specification code;

a database wherein information associated with an error from the audit of the business in the facility is stored and wherein the error is mined;

a pilot area of the facility of the business to test the auditing chart.

12. (Amended) A system for virtual case management of a business, the system comprising:

a facility where a process of the business is performed, wherein a continuous audit of the process is performed to identify process errors associated with the business in the facility;

a database wherein the errors from the continuous audit are mined;

a flowchart associated with the errors mined; and

a case management tool created from the flowchart wherein the case management tool manages current and future episodes of business services.

13. (Canceled) The method of Claim 1 further comprising the step of:

choosing at least one of a manager, an auditor, or a technologist as the personnel to audit at the location of the transaction.

14. (Canceled) The method of Claim 1 further comprising the step of:

training the personnel to conduct transactions related to all services provided to a patient in a healthcare facility.

15. (Canceled) The method of Claim 1 further comprising the step of:

training the personnel to collect data records related to the care of a patient at a healthcare facility and audit the records as the records are created.

16. (Canceled) The method of Claim 1 further comprising the step of:

training the personnel to collect data records related to the care of a patient at a healthcare facility that include records related to the patient's medical condition and records that are not related to the patient's medical condition.

17. (Previously presented) The method of Claim 4 further comprising the steps of:

creating a record of a transaction at the location of the transaction; and

conducting an audit on the transaction as the record is created.

18. (Previously presented) The method of Claim 4 further comprising the step of:

choosing at least one of a manager, an auditor, or a technologist as the personnel to conduct an audit at the location of the transaction.

19. (Previously presented) The method of Claim 4 further comprising the step of:

conducting transactions related to all services provided to a patient in a healthcare facility.

20. (Previously presented) The method of Claim 4 further comprising the step of:

collecting data records related to the care of a patient at a healthcare facility and auditing the records at the healthcare facility as the records are created.

21. (Previously presented) The method of Claim 4 further comprising the step of:

collecting data records related to the care of a patient at a healthcare facility that include records related to the patient's medical condition and records that are not related to the patient's medical condition.

22. (Previously presented) The method of Claim 9 further comprising the step of:

establishing a specification code for each function of the business.

23. (Previously presented) The method of Claim 22 further comprising the step of:

redefining the specification code.

24. (Previously presented) The method of Claim 9 further comprising the step of:

processing data on self-management of current and future products or services with reimbursement schedules for each field of the business.

25. (Previously presented) The method of Claim 24, wherein said each field includes at least one of a payor, a patient, a hospital, a physician, or a health service.

26. (Amended) The system of Claim 11, ~~further comprising~~ wherein an updated specification code is assigned to the function performed within the facility of the business.

27. (Previously presented) The system of Claim 11, further comprising an updated auditing chart.

28. (Previously presented) The system of Claim 11, wherein the business is a healthcare facility.

29. (Previously presented) The system of Claim 11, wherein the personnel is at least one of a manager, an auditor, or a technologist.

30. (Previously presented) The system of Claim 11, wherein the information stored in the database includes records related to the patient's medical condition and records that are not related to the patient's medical condition.

31. (Amended) The system of Claim 12, ~~further comprising:~~wherein functions of the business occur at the facility, wherein a specification code is assigned to~~for~~ each function of the business.

32. (Previously presented) The system of Claim 12, wherein said business is a healthcare facility.

33. (Previously presented) The system of Claim 32, further comprising:  
reimbursement schedules for each field within the healthcare facility.

34. (Previously presented) The system of Claim 33, wherein said each field includes at least one of a payor, a patient, a hospital, a physician, or a health service.